

26874

PATENT TRADEMARK OFFICE

Substitute for Form PTO 1449

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

Application No.	09/518,916
Filing Date	03/03/2000
First Named Inventor	Andrew V. Lukas
Art Unit	3625
Examiner Name	James H. Zurita
Sheet	1 of 3
Attorney Docket No.	1160216-0531073

**U. S. PATENT DOCUMENTS**

Examiner initials	Cite No.	DOCUMENT NUMBER	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind code <sup>2</sup> (if known)			
		US-			

**FOREIGN PATENT DOCUMENTS**

Examiner initials	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind code <sup>5</sup> (if known)				

**OTHER PRIOR ART – NON-PATENT LITERATURE DOCUMENTS**

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>6</sup>
1		Information Disclosure Statement for 09/909,240, dated 02/24/2004	
2		Information Disclosure Statement for 09/909,240, dated 07/29/2002, copy not available outside of PTO records	
3		Original Application for 09/909,240, dated 07/19/2001	
4		Information Disclosure Statement for 09/909,241, dated 10/18/2005	
5		Information Disclosure Statement for 09/909,241, dated 02/11/2005	
6		Office Action for 09/909,241, dated 06/04/2004	
7		Office Action for 09/909,241, dated 12/10/2003	
8		Information Disclosure Statement for 09/909,241, dated 07/25/2002	
9		Original Application for 09/909,241, dated 07/19/2001	
10		Information Disclosure Statement for 09/909,250, dated 11/19/2007	

EXAMINER SIGNATURE

*James Zurita*

DATE CONSIDERED

*2/8/08*

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				<b>Art Unit</b>	3625
				<b>Examiner Name</b>	James H. Zurita
<b>Sheet</b>	<b>2</b>	<b>of</b>	<b>3</b>	<b>Attorney Docket No.</b>	1160216-0531073

11	Office Action Non-Final Rejection for 09/909,250, dated 11/28/2007
12	Office Action for 09/909,250, dated 04/17/2006
13	Information Disclosure Statement for 09/909,250, dated 09/26/2005
14	Office Action for 09/909,250, dated 06/22/2005
15	Information Disclosure Statement for 09/909,250, dated 02/14/2005
16	Information Disclosure Statement for 09/909,250, dated 02/24/2004
17	Information Disclosure Statement for 09/909,250, dated 08/19/2002
18	Original Application for 09/909,250, dated 07/19/2001
19	Information Disclosure Statement for 10/679,192, dated 11/19/2007
20	Information Disclosure Statement for 10/679,192, dated 04/12/2006
21	Information Disclosure Statement for 10/679,192, dated 03/22/2004
22	Information Disclosure Statement for 10/679,192, dated 03/12/2004
23	Information Disclosure Statement for 10/679,192, dated 10/03/2003
24	Original Application for 10/679,192, dated 10/03/2003
25	Information Disclosure Statement for 11/686,812, dated 11/13/2007
26	Original Application for 11/686,812, dated 03/15/2007
27	Information Disclosure Statement for 11/746,767, dated 11/19/2007
28	Original Application for 11/746,767, dated 03/15/2007
29	Preliminary Examination report for PCT/US03/32194
30	Written Opinion for PCT/US03/31294
31	Office Communication for CA 2,366,194, dated 11/01/2006
32	Office Communication for CA 2,366,507, dated 09/06/2007
33	EPO Communication for EP 01130610.7, dated 07/18/2007
34	EPO Communication for EP 01130610.7, dated 09/28/2006

EXAMINER SIGNATURE James ZuritaDATE CONSIDERED 2/8/08

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				Art Unit	3625
				Examiner Name	James H. Zurita
Sheet	3	of	3	Attorney Docket No.	1160216-0531073

CONVERGYS CROSS REFERENCES					
Examiner initials	Cite No.				
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36	CA 2,366,194				
37	CA 2,366,507				
38	EP 01130610				
39	EP 01130611				

Copies of Foreign Patent Documents and Other Prior Art submitted with Information Disclosure Statement dated with U.S. Application Serial No.

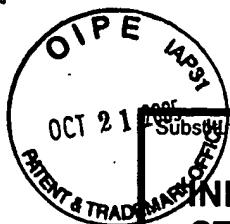
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Substitute for Form 1449B/PTO

PTO/SB/08A and 08B (modified)

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet 1 of 1

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Application Number	09/518,916
Filing Date	03/03/2000
First Inventor	Lukas, Andrew V., et al.
Art Unit	3625
Examiner Name	Zurita, James H.
Attorney Docket No.	1160215.0531073

### U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number - Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
JZ		US-2001/0032140 A1	10-18-2001	Hoffman	
		US-			
		US-			

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JZ		WO97/44767	11-27-1997	Cook, et al.		
JZ		WO98/32107	07-23-1998	Padwa.		
JZ		EP 0 829 996 A2	03-18-1998	Brown, et al.		
JZ		WO00/29977	05-25-2000	Mukherjee.		

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JZ		Retro search results for Abandoned Shopping Cart Problem Article. 22 PP	
JZ		Ginger Koloszyc, Abandoned "Shopping Carts" Pose Major Challenge for Internet Retailers, July 1999, Pages 41-44, Stores. 41, 42, 44	
JZ		"Meet Lightspan - Lightspan's Management Team", <a href="http://www.lightspan.com/cgi-bin/ac">http://www.lightspan.com/cgi-bin/ac</a> , pages 1-3, April 18, 1996.	
JZ		"Meet Lightspan - Expanding the Learning Environment", <a href="http://www.lightspan.com/cgi-bin/ac">http://www.lightspan.com/cgi-bin/ac</a> , pages 1-4, April 18, 1996.	
JZ		Giuseppe Attardi, Antonio Cisternino, and Maria Simi, "Web-based Configuration Assistants", pages 1-8. 1, 3, 5, 7, 9, 11 ONLY	
JZ		Wendell Lansford, "Real-time interactive sales and services across the Internet: Optimizing the customer experience", Call Center Solutions volume 17 number 5, pages 54-59, November 1998. 1, 3, 5 ONLY	

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*James Zurita*

Examiner Signature	JAMES ZURITA PRIMARY EXAMINER	Date Considered	2/8/08
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